

Coastline Group Volunteer Opportunities Recruitment and Selection Procedure

1.0 Introduction

- 1.1 This document sets out the process to be followed in recruiting volunteers across the Coastline Group. It should be read in conjunction with the Volunteer Policy and the relevant Volunteer Handbook.
- 1.2 Staff involved in recruiting volunteers should be fully aware of the Volunteer Policy and should ensure that all aspects of the recruitment are compatible with Coastline's Equality and Diversity Policy.

2.0 Identifying a need for a Volunteer

- 2.1 Where a new volunteer opportunity is identified the manager of the relevant team should liaise with the Volunteer Manager to create a role profile.
- 2.2 If there is a vacant, but established, volunteer role, the relevant manager should liaise with the Volunteer Manager to request recruitment.

3.0 Advertising for Volunteers

- 3.1 Volunteer opportunities will be advertised and promoted via: Coastline's website and social media pages; the Do-it.org website; Volunteer Cornwall, partner agencies and in the free column of the West Briton newspaper. This list is not exhaustive.
- 3.2 The advertisements will invite people to express an interest in the volunteer opportunities. These expressions of interest will be passed to the Volunteer Manager to record and process.
- 3.3 Where there are no current volunteer vacancies, an individual's expression of interest will be kept on record and the individual will be contacted when a vacancy arises. In some circumstances, if the volunteer has specific skills/knowledge that would be beneficial to the organisation a new volunteer role can be created around that individual.

4.0 Actions on Receiving Expressions of Interest

- 4.1 It is important that an acknowledgement is issued within four working days on receipt of an expression of interest.
- 4.2 In some cases, it may be apparent from the expression of interest that the person cannot be accepted as a volunteer at that time (i.e. no current volunteer vacancies, a conflict of interest). This should be confirmed with the appropriate Theme Lead. In such circumstances a polite email, letter or phone call declining the offer should be provided with an explanation of the reason for the decline. Attempts to signpost the person to alternatives such as Volunteer Cornwall should be made.

4.3 Except as in 4.2, all persons expressing an interest should be contacted and issued with a blank Volunteer Arrangement form to complete and the relevant Volunteer role profile.

4.4 Once the Volunteer Arrangement form has been returned, an informal interview should be arranged with an appropriate member of staff, to assess the individual's suitability for the role.

5.0 Interviewing

5.1 The informal interview is to determine the skills, knowledge and experience of the volunteer, along with their motivations for volunteering. The interviewer can also take the opportunity to answer any queries the volunteer may have.

5.2 It would be appropriate at this stage to consider whether the role could be adapted to suit the individual needs of the volunteer.

5.3 If the volunteer role is deemed suitable, the prospective volunteer should be provided with a phone call, letter or email of acceptance and provided with a date for their induction. It should be made clear to the person that this offer will be subject to the return of their references and a DBS check (if required).

5.4 If the volunteer role is deemed unsuitable, the prospective volunteer should be provided with a phone call, letter or email of decline. If there is a more suitable volunteer opportunity within the organisation, the volunteer will be offered this role as an alternative. If the volunteer declines this offer then attempts to signpost the person to other agencies such as Volunteer Cornwall should be made.

6.0 References and DBS Checks

6.1 Two character references should always be taken up prior to a volunteer commencing their role. Any doubts raised by a reference should be discussed with the appropriate Theme Lead.

6.2 If the Theme Lead deems that a reference is unsatisfactory, a phone call, letter or email declining the offer should be provided to the prospective volunteer. This should include an explanation of the reason for the decline and attempt to signpost the person to alternative volunteer agencies.

6.3 Where a DBS check is required for a volunteer role, the process will be explained to the volunteer at the informal interview and the relevant form completed if successful. The volunteer will need to be supervised by staff at all times while carrying out their volunteer role, until their DBS check is returned.

- 6.5 It is at the discretion of the appropriate Theme Lead whether a DBS check response is satisfactory. If the response is found to be unsatisfactory, a phone call, letter or email declining the offer should be provided to the volunteer with an explanation of the reason for the decline. Attempts to signpost the person to alternative volunteer agencies should be made.

7.0 Induction & Trial Period

- 7.1 All volunteers will be required to complete an induction. They will be given an overview of the organisation and the policies that may concern them. Each volunteer will be supplied with a personal copy of the relevant Volunteer Handbook which draws together pertinent information and guidance.
- 7.2 In conjunction with the volunteer, an individual risk assessment will be completed. This will cover the risks associated with the role and any individual medical needs of the volunteer. If this assessment reveals any changes to the role or any extra risk management measures are required, they will be arranged at this stage. A volunteer's risk assessment will be reviewed on an annual basis or if there is any change in circumstances
- 7.3 All volunteers are accepted subject to a trial period of approximately 3 months. During this period, if the volunteer and/ or Volunteer Manager do not feel the role is suited to the volunteer then there will be a discussion regarding whether adaptations can be made.